

## **Supplier Diversity Plan for the 2009 – 2011 Biennium**

### **Statement of Commitment [\[top\]](#)**

The Director of the Department of Information Services fully supports a vital Washington economy that includes minority, women and socially and economically disadvantaged businesses and encourages their success.

In the 09-11 biennium DIS will continue its efforts from past years to promote procurement from OMWBE-certified businesses, including outreach to businesses and communication to agency employees. Our efforts in the current biennium resulted in an increase in participation by Minority and Women owned businesses of 150% in FY 08 and an additional 20% in FY 09 to date.

DIS will also participate in multi-agency efforts to facilitate state purchasing from Washington small businesses, and will increase the number and variety of procurement opportunities posted to the state's common vendor registration and notification system (WEBS).

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### **Identification of the person responsible [\[top\]](#)**

The Director, the Management Team members, the contract and procurement manager, and the agency's MWBE Program Manager are responsible for achieving the annual goals. The Director has appointed the Management Services Assistant Director as the agency's MWBE Program Manager. The Program Manager is responsible for liaison activities with the Office of Minority and Women's Business Enterprise (OMWBE) and with the management team members. The Management Team members have the responsibility and authority to take the necessary action to increase participation; to include MWBE training, outreach, reporting and contract monitoring. These duties are described in more detail throughout this plan.

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### **Goals [\[top\]](#)**

This document is the 2009 – 2011 biennium Minority and Women's Business Enterprise (MWBE) Participation Plan for the Washington State Department of Information Services (DIS). DIS, led by Washington's Chief Information Officer, provides technology leadership and services for government organizations across the state.

The plan was developed in cooperation with the Office of Minority and Women's Business Enterprises and we take this opportunity to thank them for their support in our efforts. The development also involved many of our staff within DIS and those efforts have been key to understanding our opportunities and setting our goals.

DIS MWBE participation goals for the biennium fall into three primary categories.

- Expand and promote use of the state's common vendor registration and notification system (WEBS) for posting of procurement opportunities
- Participate in multi-agency efforts to develop common policies and procedures that encourage and facilitate state government purchases from Washington small businesses
- Continue reporting and monitoring efforts from the 2008 plan

We can be most effective at identifying goals, actions, and measures if our areas of focus are clear.

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## **Actions** [\[top\]](#)

### **Expand and promote use of WEBS**

In FY 09 DIS adopted WEBS as the primary method to post procurements and has discontinued use of the DIS listserv. In the coming biennium DIS will post more of its IT procurement opportunities to the state's common vendor registration and notification system (WEBS), as outlined in Chapter 486, Laws of 2009.

DIS will commit substantial staff resources to supporting WEBS posting, including training time, process review and improvement, and direct consulting with vendors to ensure effective access to and understanding of DIS procurement opportunities and the WEBS system.

### **Policy Review: Multi-Agency Working Group**

DIS will work collaboratively with the Department of General Administration (GA) and the State Printer to develop common policies and procedures that encourage and facilitate state government purchases from Washington small businesses.

DIS will join with these agencies to provide a written progress report to the governor and legislature on actions taken and planned, barriers identified, and solutions recommended to reach the goals set out by the legislature in the 2009 Session.

## **Continue reporting and monitoring efforts**

In 2008 DIS reviewed its four principal purchase classes : Construction, Purchased Goods, Purchased Services, and Professional Services. We established accurate opportunity base numbers, which enabled us to target our efforts in areas where they were most needed.

We identified opportunities in the Purchased Goods and Professional Services categories. By focusing on general supplies and small and attractive assets in the goods category, and on competitive procurements in the Professional Services Category we were able to effect an overall increase in MWBE participation despite a sharp overall decline in purchasing volume due to budget adjustments.

In the 09-11 biennium DIS will continue these baseline measurement efforts, and will strive for continual improvement in our supplier management practices based on analysis of the periodic data produced.

### Increase DIS participation with Minority and Women's Business Enterprises.

To increase DIS participation with MWB Enterprises, we will provide training to managers, and communicate our goals and progress regularly to the Management Team and to DIS staff.

We will retain language added to our software and hardware maintenance contracts requesting that vendors report subcontract work with certified MBE and WBE's. Through this provision we encourage vendors to contract with minority and women owned businesses.

We will maintain a list of MWB Enterprises that received information on our requests for proposals and track response rates.

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## **Measures [|top|](#)**

By August 1, 2009 we will expand WEBS posting to include all technology procurement bids, and will report to the DIS Management Team in the first quarter of 2010 on the results of that change.

By December 1, 2009 we will, in collaboration with GA and the State Printer, provide a written progress report to the governor and legislature on plans, actions and recommendations to encourage and facilitate state government purchases from Washington small businesses.

By February 28, 2010 we will update our previous reports to the DIS Management Team on our reporting base. We will also provide a summary of the opportunities in areas of focus and proposed actions that can be taken.

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## **Forecasting** [\[top\]](#)

At least once yearly during budget preparation, each division will forecast major procurements and projects for the next fiscal year. This forecast will include capital acquisitions, major projects and purchased and personal services for operations. DIS will review the planned activity, identify areas of opportunity and develop proposed actions for MWBE participation. [\[top\]](#)

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## **Monitoring** [\[top\]](#)

Successful administration of the MWBE aspects of a contract depend in part on the amount of detail in the solicitation or procurement document, contract language, and the specificity in the MWBE commitment agreement submitted by the contractor in the bid or proposal. The Chief Legal Services Officer of DIS or contract administrator will meet with the DIS Financial Analysts to develop the specific language needed to obtain subcontractor information, where feasible. Once a contract is signed, the contract administrators will monitor the vendor's performance under the agreement for compliance. The MWBE Program Manager will be responsible for monitoring the Department's internal program by meeting with the DIS Management Team to review forecasts and goals.

We will review our agency's accomplishments on a semi-annual basis and will share our findings with the Office of Minority and Women's Business Enterprises.

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## **Review** [\[top\]](#)

DIS is committed to identifying and minimizing barriers that prevent MWBEs from participating in Department contracts. The intent is to provide the maximum opportunity for participation by MWBEs. On a quarterly basis, the Program Manager will review the number of qualified vendors responding to DIS solicitations and how many of those responding are actually used. Those that do

not reply will be contacted to determine what barriers kept them from responding. As these barriers are identified, DIS will work to devise solutions to meet the objectives of the program.

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## **Data Provision** [\[top\]](#)

Data will be provided to the OMWBE as required in [WAC 326-40-050](#). The DIS Finance Office will prepare a monthly progress report that includes the reporting base, exceptions dollar total, participating base, amount of dollars petitioned but not yet approved for exception, adjusted participating base, and dollar amounts and percentages of MBE and WBE. This report will be provided to the DIS Management Team on a quarterly basis.

The DIS Finance Office will provide up-to-date information on the latest OMWBE vendors via the intranet, [InsideDIS Finance](#) page (or its successor).

We will review the quarterly progress reports OMWBE provides to DIS highlighting areas for improvement. The DIS Finance Office also collects this data and the DIS Financial Analyst does a comparison of DIS data to the OMWBE data.

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## **Maintenance** [\[top\]](#)

The DIS Office of Legal Services will maintain records of contract solicitations and awards. DIS Technology Brokering or Office Services will maintain records of purchase orders as applicable. The DIS Finance Office will maintain records of all expenditures, including those with MWBE participation.

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## **Training** [\[top\]](#)

Training from OMWBE will be arranged on an as needed basis to provide information about the requirements and goals of the statewide plan as well as the agency's plan. OMWBE will also provide training on how to access vendor lists and agency reporting requirements.

DIS managers will receive training on the DIS Minority and Women’s Business Enterprise Participation Plan. Additionally, the plan will be reviewed with them each quarter.

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## Communication [\[top\]](#)

To increase DIS participation with MWBE Enterprises, we will provide training to managers, and communicate our goals and progress regularly to the Management Team and to DIS staff. We will publish articles and updates on our intranet site, Inside DIS.

Our communication plan also includes outreach strategies to connect with MWBE Enterprises so we can assess the degree to which our efforts are effective.

DIS will maintain on-going communication with OMWBE in order to meet our plan goals.

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## Disputes [\[top\]](#)

The DIS MWBE Program manager will handle all program-related complaints from MWBE entities. If complaints are received by the OMWBE concerning the Department, OMWBE will forward those to the agency MWBE Program Manager for resolution. Complaints received within a Division of DIS will also be immediately forwarded to the agency MWBE Program Manager.

DIS Management Team members will work with the agency MWBE Program Manager to determine appropriate resolution steps. If this process fails to resolve the complaint, the Director will establish a formal dispute resolution team. That team may include the agency MWBE Program Manager, a Management Team member, the complainant, a representative from the Attorney General’s Office and/or the OMWBE.

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## Plan Authority & Responsibility

Title	<u>Responsibility</u>
Director	Communicate the importance of the plan to the agency’s commitment.
Agency MWBE Program Manager Management Services Division Assistant Director	OMWBE Liaison and plan administration

Contract Manager  
Chief Legal Services Officer

Procurement Officers

Chief Finance Officer

Financial Analyst

Communications Director

Monitor contracts and incorporate participation language.

Ensure direct buy solicitations are compliant with this plan.

Reviews the financial data and quarterly reports.

Reviews and reports OMWBE participation data.

Provide outreach within the agency.

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## Agency Director Approval

Plan Approval:

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Jim Albert, Interim Director  
Washington State Department of  
Information Services

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Date